



Australian Government

ICTSAS306 Maintain equipment and software

Release: 1

ICTSAS306 Maintain equipment and software

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to carry out maintenance and fault repair according to organisational procedures, in order to keep equipment and software operating.

It applies to frontline technical support individuals who work under a level of supervision and have some responsibility to maintain computer systems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine and undertake required equipment maintenance	1.1 Examine and review specified equipment and maintenance procedures in order to determine those procedures that can be handled internally 1.2 Organise and undertake internal maintenance as specified in the maintenance procedures 1.3 Report problems promptly to appropriate person
2. Diagnose and repair faults	2.1 Assess an existing problem situation and identify the main problem area 2.2 Test suspected faulty equipment or software for possible

ELEMENT	PERFORMANCE CRITERIA
	failures or performance degradation, using available technology 2.3 Analyse the test results 2.4 Review historical fault data for information of relevance to existing faults 2.5 Develop plans, with prioritised tasks and contingency arrangements for the repair or replacement of faulty equipment or software, with minimum disruption to client 2.6 Liaise with appropriate person to obtain approval for the plans 2.7 Obtain necessary components and repair equipment or software in a timely, organised manner, following work health and safety (WHS) standards
3. Update documentation and make recommendations for future maintenance	3.1 Record maintenance and fault data and equipment modifications, according to organisational standards 3.2 Identify and report instances where preventative measures are needed 3.3 Review and update maintenance and fault data, and report outcomes periodically to appropriate person

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.3, 2.4, 2.7, 3.2	Integrates and evaluates a range of textual information to record and maintain appropriate procedures while adhering to appropriate standards
Writing	1.3, 3.2, 3.3	Conveys specific information using clear and precise language and the appropriate format for audience and purpose, and records information for internal reference
Oral Communication	1.3, 2.6, 3.3	Articulates clearly using appropriate language and listening and questioning techniques to report data and confirm proposed plans
Numeracy	2.5, 2.7	Recognises and applies familiar measurements relating to time durations
Navigate the	3.1, 3.2, 3.3	Understands how own role meshes with others and contributes to broader work goals when addressing

world of work		organisational standards and reporting to appropriate persons
Interact with others	1.3, 2.6, 3.3	Generally understands what to communicate, with whom and how when reporting problems, gaining approval for plans and reviewing and updating data and reporting outcomes
Get the work done	1.1, 1.2, 2.1-2.7, 3.1-3.3	- Plans a range of routine and some non-routine maintenance tasks, and repair or replacement of faulty equipment, accepting stated goals and aiming to achieve them efficiently - Selects from a range of predetermined options in routine situations, identifying and taking situational factors into account when determining whether procedures can be handled internally - Selects from a range of predetermined options when diagnosing and repairing faults, identifying and taking situational factors into account - Understands key principles and concepts that underpin the design and operation of digital systems and tools, and applies these when troubleshooting existing technology, repairing faults and making recommendations for future maintenance

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS306 Maintain equipment and software	ICASAS306A Maintain equipment and software	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTSAS306 Maintain equipment and software

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Performance Evidence

Evidence of the ability to:

- undertake maintenance according to maintenance procedures
- identify and resolve a defined range of equipment and software problems
- maintain accurate records according to organisational guidelines.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify and describe equipment and software maintenance practices
- identify help-desk response level escalation procedures
- describe the operation and purpose of specified equipment
- identify and describe the operation of technical diagnostic tools
- identify quality assurance practices
- identify relevant service level agreements (SLAs) to determine conditions of the SLA cover
- describe client warranty claims, repair or replacement procedures
- identify system's current functionality
- describe organisational work health and safety (WHS) procedures.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the systems administration and support field of work and include access to:

- technical environment with a variety of operational equipment
- maintenance procedures, software and tools
- technical manuals
- records and documentation
- organisation health and safety procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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